

SUPPORT SPECIALIST

August 29, 2003

a. Position Description

The Support Specialist is responsible for assisting the Task Force during mobilization, ground transportation, demobilization of Task Force to a state of readiness. The Support Specialist reports directly to the Logistics Team Manager.

The Support Specialist is responsible for:

- Assisting with the packing of equipment and loading and weighing of pallets for Task Force deployment and the unloading, unpacking, and returning equipment cache to a state of readiness upon return to home jurisdiction;
- Assisting at POD with purchasing or procurement of consumables such as water, fuels, lubricants, batteries, medical supplies, and any other necessary materials for deployment needs;
- Assisting with: answering phones, clerical work, record keeping, check-in procedures, equipment issuing procedures, manifest preparation, Task Force documentation needs, and other mobilization administrative support deemed necessary by Logistics personnel;
- Operating the following equipment: forklifts, trucks, buses, command vehicles, communication vehicles, fuel tankers, and any other transport equipment necessary to move, load, and unload Task Force equipment;
- Providing maintenance and repair services to trucks, buses, and other motorized equipment during ground movements;
- Providing public relations and media affairs support during mobilization and demobilization efforts of the Task Force;
- Assisting the Task Force Leader and other managers with administrative or other support during mobilization, ground transportation, and demobilization as directed;
- Adhering to all safety procedures; and
- Performing additional tasks or duties as assigned during a mission and maintains records of all actions.

b. Position Requirements and Criteria:

Individuals who meet the following requirements and criteria will be eligible to become Support Specialists in the FEMA US&R Response System. The intent of these requirements is to select personnel capable of managing and carrying out the support needs of the Task Force during mobilization, ground deployment, and demobilization. The requirements and criteria for the position are identified in the following categories:

- Knowledge
- Skills
- Abilities.

Knowledge:

The Support Specialist must:

- Have practical knowledge commensurate with their expected role on the Task Force; and
- Must have awareness of FEMA's US&R Response System, organizational structure, operating procedures, safety practices, terminology, knowledge of all Task Force equipment, and communication protocols.

Skills:

The Support Specialist must:

- Be proficient in safe working practices and procedures as required in completing assigned tasks;
- Be currently certified at a Standard First Aid level (minimum);
- Be currently certified in American Heart Association CPR BLS; and
- Have and maintain a current driver's license.

Abilities:

The Support Specialist must:

- Be available on short notice to mobilize and assist with supporting Task Force mobilization, ground transportation, and demobilization;
- Have mechanical aptitude and the ability to maintain and perform minor equipment and vehicle repairs in the field;
- Be able to effectively organize and plan during crisis situations and keep good records and documentation;
- Be able to anticipate and improvise so as to fulfill unexpected Task Force needs;
- Have experience and training in personal safety; and
- Be able to communicate effectively orally and in writing.

c. Operational Checklist

The purpose of this checklist is to define the duties and responsibilities of the Support Specialist during a mission assignment. The list is intended to be a general summary of actions. It should be understood that:

- Some required actions may not be listed, but must be identified and assumed by this position;

- Some actions may be the primary responsibility of another Task Force position, but may require assistance and coordination from this position; and
- The actions are listed in a general chronological order, but may require deviation.

(1) Upon Activation/At Task Force Assembly Point:

- Check-in through established procedures and report to the Logistics Team Manager;
- Under direction of the Logistics Team Manager and the TFL, assist in the transfer, packaging, palletizing, and loading of the equipment cache for movement to the POD; and
- Under direction of the Logistics Team Manager and the TFL, assist in any assigned administrative support activities such as check-in, equipment issuing procedures, medical screening, manifest generation, perishable procurement, and other assigned support activities.

(2) At Point Of Departure:

- Assist in the movement and loading of equipment in coordination with the civilian airport authorities, military loadmaster, and cargo handlers; and
- In the event of a ground mobilization, assist in the procurement and organizing of any transportation vehicle needs.

(3) In Transit:

- Provide support activities to maintain vehicles in running condition; and
- Assist TFL and Logistics Team Manager in any administrative and vehicle support needs.

(4) Arrival at Mobilization Center:

- Assist in organizing the identified cache supplies and equipment that should receive priority for initial movement to the assigned area;
- Assist in the off-loading and security of personal gear and Task Force equipment;
- Assist in maintaining and organizing resources for identified logistical requirements in conjunction with the appropriate officials at the mobilization center and the Logistics Team Manager; and
- Assist and coordinate the movement and transportation of the cache to the assigned jurisdiction or incident site.

(5) On-Site Operations:

- Assist in Task Force operations at the direction of the Logistics Team Manager;
- Assist in the establishment of a staging area and/or BoO;
- Assist in the unloading, sorting, and set-up of the equipment cache;
- Receive transportation plan from Logistics Team Manager;
- With direction from the Logistics Team Manager, assist in providing security for BoO and all mobile Task Force vehicles;
- Provide support as necessary for Task Force as determined by the Logistics Team Manager; and
- Keep the Logistics Team Manager apprised of any tactical accomplishments.

(6) Reassignment/Demobilization:

- Assist in the breakdown of the Task Force BoO;
- Assist in inventory of tools and equipment and prepare for movement; and
- Assist in the packaging, movement, and loading of the equipment cache.